

KPMG Consulting – Verizon Responses regarding New Jersey Exception Report #10

Exception #:	10
Component:	Verizon-NJ (VZN-NJ) has failed to meet the targeted 95% success rate for the accurate reporting of trouble closeout codes (disposition, cause and final status) for Resale services.
Domain:	M&R
Date Uncovered by KPMG:	12/7/00
Date VERIZON Received:	12/8/00
Date VERIZON Responded:	12/27/00
KPMG Consulting Summary Statement	<p>VZN-NJ's RETAS guide for CLECs states that RETAS trouble ticket histories will provide closeout codes to CLECs. When VZN-NJ fails to provide the CLEC with the appropriate information about the disposition or cause of troubles, the CLEC is placed at a great disadvantage. The CLEC interacts directly with the end-user and is expected to provide VZN-NJ with some form of preliminary diagnosis on troubles reported to them. It is the CLEC's responsibility to give VZN-NJ as much information as possible about the trouble, including instructions for dispatch. CLEC personnel need to become familiar with the symptoms and causes of different troubles. This error rate in closeout information does not afford CLEC personnel with the opportunity to train themselves to recognize the characteristics of a particular fault in order to more accurately (and economically) dispatch VZN-NJ technicians. In addition to the delay in repair, a CLEC incurs a charge for incorrect dispatch.</p> <p>Inaccurate codes also make it difficult for a CLEC to diagnose chronic/recurring or related troubles on a particular line. Accurate codes could be used to identify systemic errors or other problems that affect multiple lines and/or customers. Accurate codes enable a CLEC to more effectively fulfill its responsibilities in the trouble reporting process and are important for the economic and timely dispatch of troubles.</p>
KPMG Consulting Responses:	<p><u>KPMG Consulting's 3/19/01 Reply to Verizon's 12/27/00 Response</u></p> <p>After collecting additional data and reviewing both Verizon-NJ's response to this exception and supplementary documentation, KPMG Consulting has decided to close this exception. Training documentation and subsequent data collection has shown that the improper use of the 0000 disposition codes as well as the 000 cause code was due to representative error as stated by Verizon-NJ in its response. This problem is not systemic and has been successfully addressed as evidenced by additional observations. A review of the Verizon-NJ explanation and M&Ps for the use of closeout codes has also provided sufficient evidence to show that accurate codes were used for a number of the troubles listed below.</p> <p>KPMG Consulting has performed additional data collection and recalculated the Verizon-NJ success rate for the accuracy of close-out codes and repair. Verizon-NJ is averaging a 97.59% rate of accuracy at this time. Based on this analysis, KPMG Consulting is closing this exception.</p>
VERIZON Response:	<p><u>12/27/00 Response to Exception</u></p> <p>Verizon's response to each code cited is in the table below. Verizon respectfully disagrees with the assertion that incorrect codes were used in four of the seven cited. Two of the remaining three occurred</p>

on one trouble ticket closure. A memo will be issued to ensure this does not recur – please see the table below for a more detailed explanation. The other miscoding cited was generated by a technician who was in the process of being trained on a new process and system, which had implemented its first office application within the week. Comprehensive training has now been completed for all technicians who will be using this new process and system, so this should not recur. Based on the above findings and actions, we request that this exception be closed.

Trouble Closeout Code Accuracy: Disposition Codes

Telephone Number/ Circuit ID	Trouble Ticket Number	Type of Trouble	VZN Provided Code	KPMG Comments	Verizon Comments
856 857-2273	0037585	Call Rtn not working	0000	This is not a valid code. KPMG Consulting maintains that this code is invalid, but recognizes that this trouble is not systemic and steps are being taken to ensure that this type of error does not reoccur.	This ticket was closed out by the CSC because they thought the ticket was taken from an end customer rather than a CLEC – they were familiar with tickets entered by the RCMC which have more narrative. A memo will be issued explaining that when CLECs enter trouble tickets themselves in RETAS they will sometimes not enter a lot of information in narrative, and that they need to check other fields to determine whether the ticket was entered by a CLEC through RETAS.
732 729-8226	0351236	Hunting not working	1111	This is not a valid code KPMG Consulting maintains that this code is invalid, but recognizes that this trouble is not systemic and steps are being taken to ensure that this type of error does not reoccur.	The technician working the ticket was learning the process of using the LCCL system, which was implemented with a first office application on 10/10, a week prior to this ticket, and did not use the proper disposition code. <u>This technician and all others who would work with the new process & system, have now received comprehensive training.</u>
201 386-6386	0381924	Short: No Dial Tone	0971	VZN could not have verified OK with the customer because there is no customer on this line. The accurate code for this trouble should have been 0972. Verizon's response (below) to KPMG Consulting's comments	This is an accurate code. CSC called and spoke to KPMG's Nicole (customer contact on ticket), who stated we need not dispatch. CSC closed, having verified with customer.

				regarding inaccurate cause codes refers to a hard fault repaired by the technician. If a hard fault is repaired by the technician, the disposition code should reflect that.	
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Trouble Closeout Code Accuracy: Cause Codes

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856 810-2802	0488449	Open Tip in Central Office: No Dial Tone	131	This is a hard fault, therefore it can not be attributed to Employee or Operational Support System error. Closed	This is an accurate cause code. When a wire is found cut or disconnected within the CO this is the code that is used – employee caused CO non-conformance.
201 386-6294	0381087	Open Ring in Central Office: No Dial Tone	131	This is a hard fault, therefore it can not be attributed to Employee or Operational Support System error. Closed	This is an accurate cause code. When a wire is found cut or disconnected within the CO this is the code that is used – employee caused CO non-conformance.
201 386-6386	0381924	Short in Central Office: No Dial Tone	222	This is a hard fault, therefore it can not be attributed to Non-Employee error. Closed	This is an accurate cause code. After the hard fault was fixed the circuit tested open. This coding was used because the customer instructed the field not to dispatch despite the open circuit condition.